# Red X during configuration for Reports and Dashboards while using Setup Assistant

Last Modified on 06/18/2025 10:11 am EDT

# Symptom

A red cross (Failure) is displayed in Setup Assistant during OnGuard installation for 'OnGuard Reports and Dashboard Database' and 'OnGuard Reports and Dashboard' steps

| it<br>( |          | Setup Assistant                       |   |
|---------|----------|---------------------------------------|---|
| - H     | <b>√</b> | Welcome                               | The Setup Assistant is now complete. You can now log in and resume normal use of the software.  |
| n       | √<br>√   | Security Utility                      | The following list describes each step that either failed, was skipped, or completed with warnings.   |
| Ξ       | <b>√</b> | System License                        | OnGuard Reports & Dashboards Database Warnings: Reports database setup failed. Please refer to<br>Installation.PDF "Create ReportsConfig Database for OnGuard |
|         | √        | Service Log On                        | Reporting" section and rerun the Setup Assistant.   |
|         | √        | Database Installation                 |   |
|         | √        | Database Setup                        |   |
|         | √        | LS Message Broker Service             |   |
|         | x        | OnGuard Reports & Dashboards Database |   |
| =       | x        | OnGuard Reports & Dashboards          |   |
|         | √        | Service Startup                       |   |
|         | <b>→</b> | Finished                              |   |
|         |          |                                       |   |
|         |          |                                       |   |
|         |          |                                       |   |
|         |          |                                       | Activate Windows<br>Go to Settings to activate Windows  |

### Resolution

This error is caused due to the following missing system settings that need to be configured to resolve this issue:

1. Here are the **minimum system requirements** for using the 'Reports and Dashboard' feature, the system needs to have 16 GB or more RAM and other specifications as shown below:

### Recommended Minimum System Hardware Requirements for OnGuard

These are general hardware requirements for OnGuard servers and client workstations.

#### Notes:

- · Operating system requirements may be higher. Consult Microsoft documentation for operating system minimum/recommended
- hardware specifications. The same applies to the Database Management System if hosted on the OnGuard server.
- · In some cases, third-party requirements may exceed the recommended minimum hardware requirements for OnGuard. Refer to the relevant third-party documentation prior to installing OnGuard.

**Access Control Server** 

- · Operating System: Windows 64 bit (For a complete list of supported operating systems, refer to the Compatibility Charts and open the Operating Systems Compatibility Chart.)
- CPU: Intel Core i3 @ 2.5 GHz
- RAM: 16 GB
- Hard Drive: 10 GB available disk space (excluding the operating system). If hosting the database locally, take database growth into account when projecting future disk space.
- Monitor: 1920 x 1080
- · Media: USB 2.0 or higher
- Network: 100/1000 Mbps Ethernet card

### 2. TCP/IP settings need to be changed in the SQL Configuration Manager to 'Enabled' (They are

| 👼 Sql Server Configuration Manager  | Х                         | 🕒 Home 🗲 Act                                  | tions 👻 🚽 Viev               |
|---|---------------------------|---|------------------------------|
| File Action View Help   |                           |   | -                            |
| 🗢 🄿 🖄 🗐 🕼 🔒   |                           |   |                              |
| <ul> <li>SQL Server Configuration Manager (Loc</li> <li>SQL Server Services</li> <li>SQL Server Network Configuration</li> <li>SQL Native Client 11.0 Configuration</li> <li>Client Protocols</li> <li>Aliases</li> <li>SQL Server Network Configuration</li> <li>Protocols for SQLDB</li> <li>Protocols for MSSQLSERVER</li> <li>SQL Native Client 11.0 Configuration</li> <li>Client Protocols</li> <li>Aliases</li> <li>Aliases</li> </ul> | cal)<br>(32bit)<br>n (32ł | Protocol Name<br>Shared Memory<br>Named Pipes | Status<br>Enabled<br>Enabled |
|   |                           |   |                              |

### Disabled by Default)

- 3. If the Database is on the **custom port** that was not entered in the Name field of Configuration Editor after "," Enter the port here.
- 4. If the Default UDFEMP fields have been removed by customer in prior OnGuard versions (City, State, zip, etc.): Add these fields back.
- 5. The Lenel User needs to have the System Admin permissions (sysadmin permission



6. Set configuration to use the Lenel user to log in. Select Show advanced settings, uncheck Windows authentication and enter the password for the Lenel user. Select Save Changes in the

| Save Changes Revert           |  | Show advanced set | ttings |
|-------------------------------|--|-------------------|--------|
| Database                      |  |                   |        |
| Database type: S              | glServer   |                   |        |
| DSN name:                     | DXDMQ73Lenel   | Select            |        |
| Server name:                  | DXDMQ73  |                   |        |
| Database name:                | AccessControl  |                   |        |
| User name: I                  | LENEL  |                   |        |
|                               |  |                   |        |
| Advanced<br>Database          |  |                   |        |
| [                             | Windows authentication (for application.config dat       | abase connection) |        |
| The password will be saved in | plain-text. Make sure the application.config file is see | ured.             |        |
| Password:                     | •••••  | Show              |        |

7. Restart the SQL Server service and SQL Server Browser service.

**Note:** In cases, where the sysadmin permission is enabled/checked after the error already shows up in Setup Assistant in OnGuard, then some additional steps are required to create a new database and rerun Setup Assistant to resolve this error.

Here are the steps:

upper

- 1. Create a new database let us say "AccessControl-1"
- 2. Run the configuration editor to point OnGuard to the new database created.
- 3. Run the database setup from start menu, this will create tables in accesscontrol database
- 4. Run the Setup Assistant, this will create the reports database and the tables and will succeed.

# Applies To

OnGuard 8.0 (and above)

# Additional Information

All the above settings have been already documented in our OnGuard documentation, but are frequently being missed. This article will hopefully help to get easy access to this information.

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